

### **Temporary Customer Service Associate**

The Foundation for Advanced Education in Sciences (FAES) located at the National Institutes of Health (NIH) in Bethesda, MD is seeking a temporary, entry-level professional candidate for a growing business dedicated to serving a vibrant, dynamic community. The successful candidate will have some retail experience, ideally with a college degree or working toward its completion. This position is responsible for consistently providing outstanding customer service and conducting a variety of tasks to ensure operational excellence and achievement of business directives. This is an excellent opportunity for the right candidate to gain experience in a thriving business serving the nation's premier biomedical facility.

#### **Essential Duties and Responsibilities include the following (other duties may be assigned.):**

- Ensure the highest levels of customer service are provided to all patrons. Exhibit a cheerful, can-do attitude to establish rapport and confidence in products and services.
- Prepare incoming merchandise for display and sale, using established visual merchandising standards and techniques.
- Promote an attractive shopping environment by ensuring a fully stocked sales floor, as well as organized back stock of merchandise to support sales.
- Typical Work Schedule: Monday through Friday 9am-5pm.

As Necessary;

- Process markdowns
- Assist to fulfill online or telephone orders

#### **Responsibilities include, but not limited to:**

1. Ensure daily established standards are met regarding proper recording of sales, returns, and other sales transactions to accurately track inventory.
2. Ensure daily established standards are met regarding sales floor condition being "grand-opening" ready every hour of every sales day, to ensure an appealing, attractive shopping environment for every customer, and sufficient stock on sales floor to support sales.
3. Ensure the highest levels of customer service are provided to all visitors.
4. Demonstrate through effective prioritization and organization the ability to complete a higher volume of work when necessary, at those times when business activity is higher than normal.
5. Demonstrate flexibility to provide coverage at other locations when necessary in the absence of other team members.

#### **PHYSICAL ACTIVITY REQUIREMENTS:**

Must possess mobility to work in a retail setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes of books weighing up to 50 pounds.

Pay Range: \$10-\$12 per hour

060718